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Pacific Highway Commercial Operations

Created by Enos, Donna, last modified by Nicholson, Todd on Aug 11, 2022

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1. Introduction

Verified correct as of: July 2022

The Pacific Highway Commercial Operations is the fourth largest commercial land border nationally and the largest commercial operation in Western Canada. In the Pacific Region this operation releases 45% of the commercial shipments.

Pacific Highway Commercial Operations is a fully integrated Designated Commercial Office (DCO) providing services 24 hours a day, seven days a week. The port is staffed with one chief, seven Superintendents, one Clerical Supervisor, 46 Officers and 10 clerical support staff.

The following services are provided at this DCO; Courier low value shipments, Duty Free Shop administration; Electronic Data Interchange; Free and Secure Trade (one dedicated lane); Site of Choice; CCEPs (Customs Commercial Entry Processing system); ARL centralized payment; one “B” Sufferance Warehouse; five “C” Sufferance Warehouses; one bonded Warehouse and two Duty Free shops/warehouses.

This operation has 3 FAST-first lanes. There is an on-site frontier examination warehouse, as well as a Large-Scale Imaging (LSI) building. Large Scale Imaging technology is a non-intrusive inspection tool that can be used to quickly and effectively verify the presence of legitimate goods and to investigate suspicious or unknown materials. Using LSI technology, our officers can reduce border wait times and costs associated to examinations, and minimize health and safety risks. There is a third party contractor for offloading on site.

In 2011, the Treasury Board approved the construction of a new examination warehouse at this site. This new warehouse was complete in early 2012. The operation is now equipped with LED signage at primary, six examination bays, an enforcement area and associated office space.

CBSA Commercial Operations has seized 961 kilos of Cocaine in the last six years. This represents the largest amount at any land border operation.s.37 This operation also seized the second largest quantity of dode at land ports (3.4 tonnes) behind Windsor (5.1 tonnes)

Name	Pacific Highway

Region	Pacific Region (1600)
Office Number	813
District	Pacific Highway (1632)
Opposite US Port of Entry	Blaine, Washington
Contact Information	**Local Address:** 28 176th Street Surrey BC V3Z 9R9 Phone: (604) 538-3631 Fax: (604) 538-8961
Services	**Highway** **Free and Secure Trade (FAST)** **Highway - Land Border Office (HWY/B)** **Designated Export Office (EXPORT)** **Electronic Data Interchange (EDI)** **Immigration (IMM)** **Duty-Free Shop (SHOP)** **Low Value Shipments Program (LVS)** **Designated Commercial Office (DCO)**
Commercial	**Office Hours**: 24 hours, 7 days a week

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2. General Information

Verified correct as of: July 2022

2.1 Major Access Routes (Canadian / US)

- Highway 15 / Interstate 5

2.2 Facilities owned by

- CBSA

2.3 Opposite US Port of Entry

- Blaine, WA - Phone: 360-332-7237
- Truck Crossing - Phone: 360-332-5707

2.4 Number of Primary Inspection Lines (PIL) booths, designated bilingual lanes, Secondary

Primary	**Lanes**
Passenger-Only	N/A
Commercial-Only & FAST First	3
Mixed (Passenger/Commercial) including Bi-Level	N/A
Bus-Only	N/A
Dedicated FAST Lane	1
Total Number of Lanes at the Port	**3**
Of the total number of lanes, the number of lanes designated bilingual	0

Secondary	
Secondary Examination Capacity (This is the # of vehicles that can be parked in the secondary examination area)	18
Examination Bays	6
Other (please specify) (Exam Warehouse)	1
Large Scale Imaging Building	1

- Kiosque LiveScan Kiosk

2.5 Contraband Detection Equipment

- s.37

- s.37 [redacted]

2.6 Detector Dog Teams Available

- s.37 [redacted]

2.7 Signage

- Bilingual and sufficient.

2.8 Interpreters On-site

- None

2.9 Non-governmental organizations for government sponsored refugee reception

- None

2.10 Trusted Travellers Programs available

- FAST

2.11 Greeters and Queuing Officers

- None

2.12 Key Stakeholders

- RCMP (Deas Island Highway Patrol, White Rock, Surrey and Langley detachments),
- USCBP
- US Border Patrol
- Integrated Border Enforcement Team (IBET)
- PWGSC
- BC Ministry of Transportation & Highways
- Mainroad (highway maintenance)
- City of White Rock and the City of Surrey
- International Mobility & Trade Corridor Project (IMTC)
- Washington State Department of Transportation.
- Other Government Departments (Transport Canada, RIV, ICBC, Canadian Firearms Centre)
- BC Trucking Association
- Canadian Society of Customs Brokers
- CFIA
- Health Canada
- The Brokerage Community

2.13 Other Government Departments (OGDs) On-site

- None

2.14 CBSA On-site Function

- IT

- Intelligence Division
- BGIS

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3. Human Resources

Verified correct as of: August 2022

3.1 Staffing Level

Staffing Level	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Border services officers (BSOs)	40	51	57	47
Superintendents	7	8	5	7
Chiefs	1	1	1	1
Clerks and administrative support staff	13	11	8	10
Total Staff	**64**	**71**	**74**	**65**

Information provided by the District
Date: July 2022

3.2 Number of staff bilingual and number of staff fluent in languages other than English and French

- 1 officer is bilingual
- 20 officers are fluent in other languages(1 Spanish, 1 Serbian, 18 Punjabi,)

3.3 Variable Shift Scheduling Agreement (VSSA) or Other

- Commercial Examination Team (CET) 2-4 days on with 2-5 days off, variable over 28 weeks.
- Flexible Response Team (FT) - flexible, no set schedule
- Primary Support Team (PT) - M-F 0800-1600 or 0900-1700
- Superintendents Commercial (SS) - 2-2-3-2-2-3

3.4 Local Training Initiatives to Improve Services Provided by Officers

- **Commercial Motor Vehicle Course (CMV)** – is a grassroots course that was developed in house and taught by two of the District's trainers. The CMV program couples classroom instruction with real life scenarios and focuses on deep concealment methods in commercial vehicles.

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4. Volumes and Statistics

Verified correct as of: July 2022

4.1 Number of Travellers

Number of Travellers	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Passengers:	428,972	422,103	395,551	824,081
Pedestrians:	*	39	50	0

**not reported on CMRS/ORA*

Source: CMRS/ORA
Created by: PKB000
Date: July 2022

4.2 Number of Conveyance

Number of conveyance	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Trucks	436,799	382,647	361,525	389,391

Source: CMRS
Created by: PKB000
Date: July 2022

4.3 Peaks and Valleys

- Peaks : Commercial traffic and the processing of commercial shipments continues to increase for the summer months and will peak in November prior to the Christmas season.
- Valleys: The Holiday season and the shoulder period afterwards usually experiences a decrease in commercial traffic.

4.4 Border Wait Times

Border Wait Times
Border wait time performance (%)*

4.5 Number of Enforcement Measures

Enforcement Actions	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-2022
Total Traveller Seizures	43	41	56	72
Narcotics/Drugs	14	21	23	42

Source: ICES
Created by: kxc181
Date: July 2022

4.6 Number of Complaints/Commendations

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22

	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
Complaints	59	3	9	6
Commendations	12	0	0	0

****Pacific Highway (previously included Traffic, Commercial and NEXUS)**

Source: Regional Complaints Unit
Created by: CXE155
Date: July 2022

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5. Risks

Verified correct as of: August 2020

- s.37
- [redacted]

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6. Future Patterns

Verified correct as of: August 2020

s.37 [redacted]

7. Other

Verified correct as of: August 2020

7.1 Business Continuity Planning: Date of Last Update

- June 5, 2019

7.2 After Hours IT Services Available

- **Software available:** s.37 [redacted] Internet (external) Microsoft office, Excel, Word, Outlook, Power point, Adobe Acrobat reader

- **After hours IT Services:** After hours service is available through the Pacific IT help desk and National help desk.

7.3 Pertinent Information Related to the Infrastructure

- None

7.4 Miscellaneous

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